



Osmaston Primary School Complaints Procedure

Informal Contacts with Parents and the Local Community

At Osmaston Primary School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially.

We believe that a close partnership involving the school, parents and pupils is essential to ensure pupil progress and well-being. In support of this, parents are invited to enter a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of pupils.

Through our programme of meetings between parents and teachers, as well as through informal contact, we provide opportunities for parents to raise matters of concern – about the curriculum or more general issues.

Formal Meeting with the Headteacher

If a concern is not resolved through discussion with a teacher, the parent or the teacher can refer it to the Headteacher. Complaints from members of the public should be made directly to the Headteacher.

The Headteacher will offer a meeting with the parent or other complainant. At that meeting, and through discussion, the Headteacher will seek an acceptable outcome, to the satisfaction of all parties involved.

Referral of a Complaint to the Governing Body

If the Headteacher is unable to resolve the complaint within 10 school days, or is the subject of the complaint, the Headteacher or the complainant can refer it to the Chair of Governors.

The Chair of Governors will ask for the complaint to be put in writing. It is helpful if the complainant can set out the concern in detail, but this is not essential.

Meeting of the Complaints Committee of the Governing Body

- The Chair of Governors will arrange a meeting of the Complaints Committee of the Governing Body within 15 school days
- The complainant, the Headteacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish

- The complaints committee will consider any written material, and also give the person making the complaint and the Headteacher and/or staff an opportunity to state his/her case and to question the other side
- The committee will give a decision as soon as possible after the hearing. The decision will be confirmed in writing, along with the reasons for the decision. The letter will also explain the right of appeal to the Local Authority if the complaint is not accepted

Appointment of an Investigating Officer

If the complaint is complex, the Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then assist the complaints committee when it hears the case.